

Logging in

Before you log in for the first time, please wait until we send you a welcome email to set your password. You won't be able to do this through the app, as the links in our reset password emails only work with a browser. Please follow the **Logging in for the first time** instructions in the **Logging in on the Parent Portal** section below.

Logging in on the Parent Portal

Logging in for the first time

The welcome email we send you will contain your login details and a link that will take you to the browser version of the Parent Portal where you need to set up a password.

You can reset your password using a computer, or using a mobile browser on your phone or tablet.

Hi Pamela,

Welcome to Arbor! Arbor is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to login.arbor.sc, clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: gwyn.mabo@arbor-education.com

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact Arbor.

All the best,
Arbor

Click the link, then click **Forgot your password?** Add in your email address then click **Reset password**.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

Forgot your password?

No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.

Reset password

You'll then receive another email. Click the link in this email to set your password.

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

<https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzlwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

Username: gwyn.mabo@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,
Team Arbor

Create your password. You will then be logged in when you click **Create password**.

Create password

Create password

Click to accept the terms and conditions.

Arbor System Terms of Use



Welcome to Arbor!

Before you get started, we need you to download, read and agree to our standard user terms & conditions.

When you're ready, tick "I agree", then click "Accept" and we'll get you set up.



[View user terms & conditions](#)

I agree to Arbor's standard user terms & conditions

Cancel

Accept

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

You can then close your browser and switch to using the app.

Verify Account

As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth*

Returning to log in again

Now your password has been set up, you can log into the Parent Portal by going to login.arbor.sc and inputting your email address and password.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click **Log in**.

If you can't log in, use the **I'm a guardian** link on the right-hand side to view troubleshooting tips.

Log in

[Change E-mail](#)

Arbor (W10 5BN) [Change School](#)

Remember me [Forgot your password?](#)

Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) for schools, [take a look at our Help Centre](#).

Trouble logging in? No worries! Click below for help:

- [I'm a guardian](#)
- [I'm a school's MIS user](#)
- [I'm a Group MIS user](#)

Looking for Arbor Insight?

To create a free account for Arbor Insight, our ASP analysis tool, click below.

Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

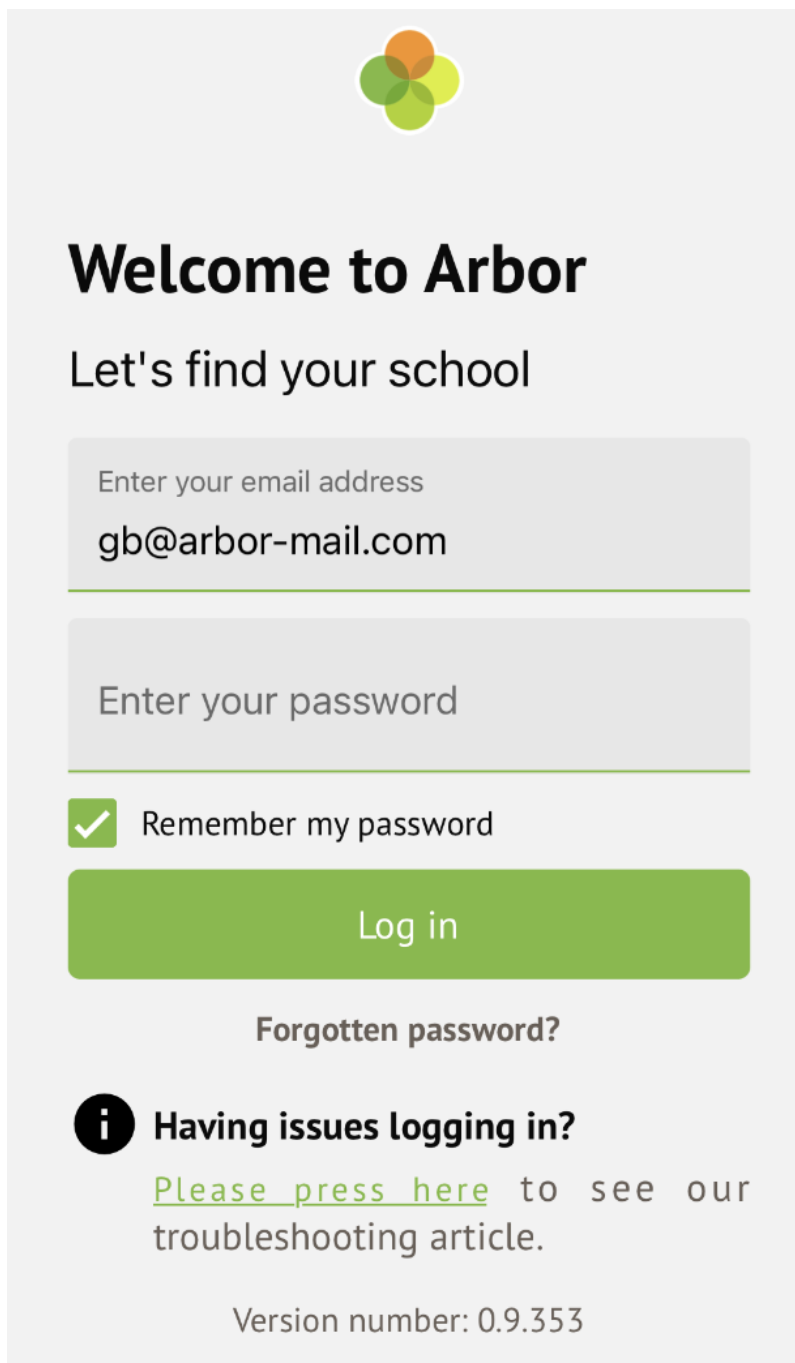
Top Tip: You will need to download the latest version from the app store to use biometric login:

- **The version number for iOS for biometric login is 24.1**
- **The version number for Android is 35 (24)**

Logging in for the first time

When you open the app for the first time, you'll be prompted to add in your email address and password.

The **Remember my password** box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.



The image shows a screenshot of the Arbor app's login screen. At the top center is the Arbor logo, which consists of four overlapping circles in shades of green and orange. Below the logo, the text "Welcome to Arbor" is displayed in a large, bold, black font. Underneath that, the text "Let's find your school" is shown in a smaller, regular black font. There are two input fields: the first is for the email address, with the placeholder text "Enter your email address" and the example "gb@arbor-mail.com"; the second is for the password, with the placeholder text "Enter your password". Below the password field is a checkbox that is checked, with the label "Remember my password". A large green button with the text "Log in" is positioned below the checkbox. At the bottom of the screen, there is a link for "Forgotten password?" and an information icon followed by the text "Having issues logging in?". Below this is a link that says "Please press here to see our troubleshooting article." At the very bottom, the version number "0.9.353" is displayed.

Make sure both your email address and password are correct, or you'll receive this message.

Incorrect email address or password

CLOSE

When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.


Remember my password


Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

Next you'll need to select our school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.

 **Select School**

Waterford Primary School 

W10 5BN, London, GBR

Select School

Pinewood Secondary

W10 5BN, London, GBR

Select School

Once you input your alternative password, it'll save this password for next time.

Select School

Waterford Primary School

W10 5BN, London, GBR

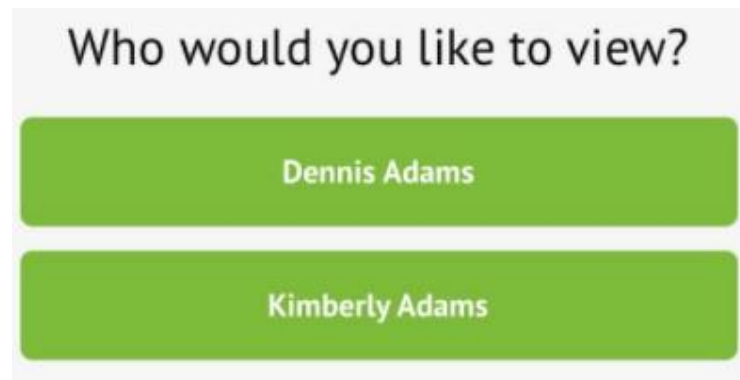
Your password is different for this school. Please enter the correct password.

Enter your password

Log in

Forgotten password?

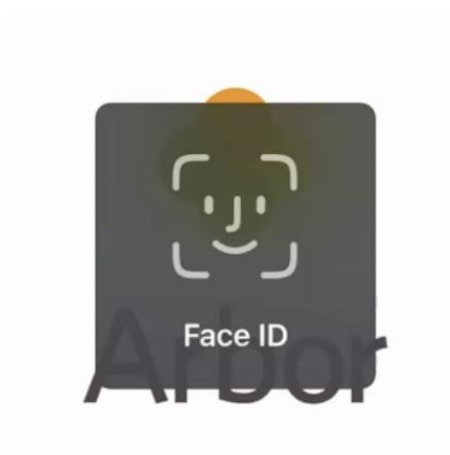
If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.



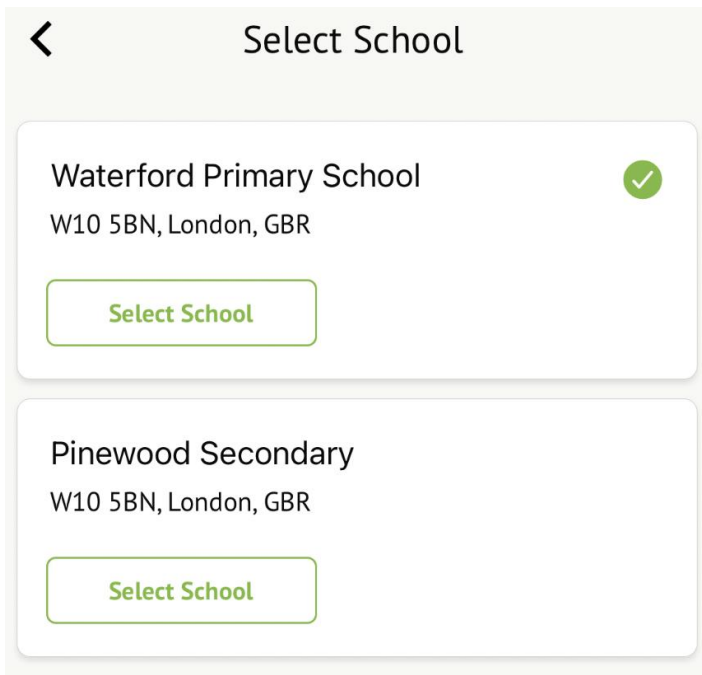
Returning to log in again

When you open your Parent App and you chose to save your password, we'll run a biometric check.

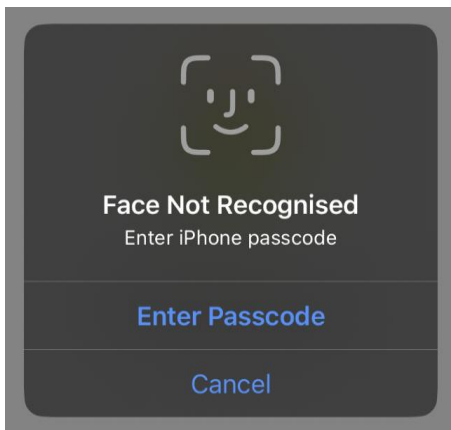
Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.



We'll then automatically log you in with your email and password - just click on the school with the tick.



If the biometric login fails, a message will be displayed (this will vary based on device OS) and you'll need to retry or enter your passcode to be able to select your school.



If you fail all authentication, you'll have the option to input your Arbor password.



Welcome to Arbor

Let's find your school

Enter your email address

gb@arbor-mail.com

Enter your password

Remember my password

Log in

[Forgotten password?](#)

i Having issues logging in?

[Please press here](#) to see our troubleshooting article.

Version number: 0.9.353

Can I log in using a username?

Although we recommend users use their email addresses to log in, your school may have given you a username (Sissinghurst has not done this).

- You can use your non-email username when logging into the Parent Portal using the school-specific login page.
- You cannot log in using your non-email username (you need to use your email address) when logging into the generic login page, and the Parent App.